Community Health Workers (CHWs) in Clinical Setting

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Objectives

Explore Roles and Responsibilities of CHW

Describe integration process of navigation program

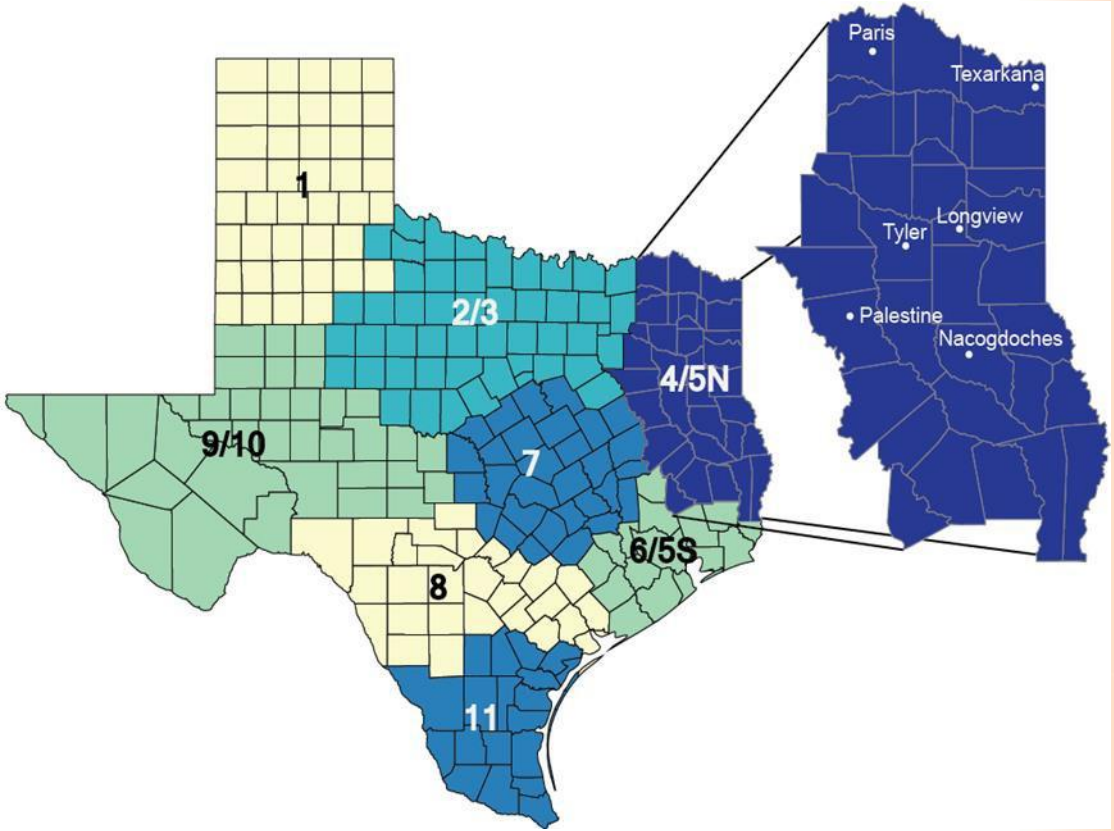
Identify project metrics and outcomes

Discuss challenges, barriers, and lessons learned

Background

- Higher than average prevalence
  - Chronic Diseases
    - Chronic Obstructive Pulmonary Disease (COPD)
    - Congestive Heart Failure (CHF)
  - Admission Rates
  - Mortality Rates

- 25,000 SQ MI
- 1.5 MILLION POPULATION
- 55% LIVE IN RURAL AREA



Northeast Texas as "the 51st state"

Top 5 Causes of Death	TX State Rank*	Northeast TX "State" Rank*
Heart disease	33rd	49th
Cancer	13th	25th
Chronic lower respiratory diseases	21st	47th
Stroke	38th	51st
Unintentional injuries	9th	34th
All causes	31st	45th

*A rank of 1=best (lowest) rate, 51=worst (highest) rate, based on age-adjusted mortality rates for top 5 causes of death. *Adapted from*: Nehme E, et al. The health status of Northeast Texas 2016, a report from Dr. David L. Lakey, UT System CMO and Assoc. Vice Chancellor of Population Health, Table 3, p. 11. DSHS HSR Region 4/5N, 35 counties, 1.5 million inhabitants.

Methods

- Patient Care Navigation Project
  - Primary Care
  - Specialty Care (Cardiology, Pulmonary, Oncology, Surgical, and Women's Wellness)
  - Inpatient/ICU
  - ED
- Behavioral Health Integration Project (Primary Care)
- Patient Centered Medical Home

Community Health Workers

- Job Description
- Pay Scale
  - Certified through Department State Health Services
- Department of Labor CHW Apprenticeship Site
- Skills Assessment
  - Comprehension
  - Math
- Supervisor – Nurse Manager
- Training Checklist
- Performance Initial/Annual Review
  - Competencies

Community Health Worker Training Checklist

Instructions: To be completed by the CHW Instructor or an assigned designee. Once all training is complete signatures of CHW, CHW Instructor, and Nurse Manager are required. A copy will be kept on file by the CHW Training Program, Human Resources, and Nurse Manager. You may also retain a copy for our records.

- ⌋ Community Health Worker Training - Date Completed: _____
- ⌋ Community Health Worker Application - Date Completed: _____
  - ⌋ DSHS CHW Certification Received - Date Completed: _____
    - Renewal – 2 years (20 CEUs required [10 DSHS and 10 Non-DSHS])
- ⌋ YourTexasBenefits.com Navigator Training - Date Completed: _____
  - Renewal – 1 year
- ⌋ Disability, SSI/Medicaid and Medicare Training – Date Completed: _____
  - Yearly updates
- ⌋ WE Care Charity Program Training – Date Completed: _____
- ⌋ Department of Family and Protective Services Mandatory Reporter Training - Date Completed: _____
- ⌋ Affordable Care Act Marketplace Certified Application Counselor Training - Date Completed: _____
  - Renewal - 1 year
- ⌋ Electronic Health Record Training with Information Technology - Date Completed: _____

Includes PSC/CHW Template

- ⌋ Electronic Health Record Scheduling Training with Patient Access - Date Completed: _____
- ⌋ American Heart Association Basic Life Support (BLS) for Healthcare Providers - Date completed: _____
  - Renewal – 2 years
- ⌋ Mental Health First Aid Training - Date Completed: _____
  - Renewal – 2 years
- ⌋ Home Visit Safety Training - Date Completed: _____
- ⌋ Advance Care Planning: Respecting Choices ACP Facilitator – Date Completed: _____
  - Forms Training, Updates, Practice – Yearly
  - Not ALL CHWs will receive this training, only selected clinic positions
- ⌋ Nursing Orientation with Nursing Education - Date Completed: _____
- ⌋ Clinical Area Orientation and Training with Nurse Manager or Charge Nurse - Date Completed: _____

_____ _____

Signature of Community Health Worker | Printed Name of Community Health Worker

_____

Date Signed

_____ _____

Signature of Nurse Manager | Signature of CHW Instructor

_____ _____

Printed Name of Nurse Manager | Printed Name of CHW Instructor

_____ _____

Date Signed | Date Signed

CHW Competencies

1. Communication: Express ideas effectively. Organizes and delivers information appropriately. Listens actively.

2Teamwork: Interacts with team effectively. Able and willing to share and receive information. Cooperates within the group and across groups. Able to effectively deal with diverse individuals.

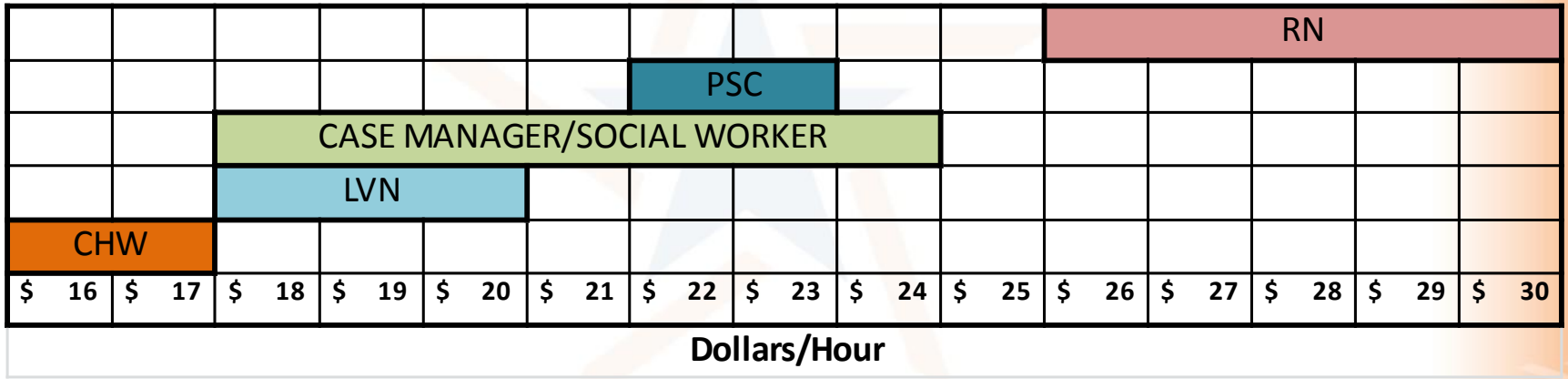
3.Decision Making/Problem Solving: Uses sound judgement to make good decisions based on information gathered. Considers all pertinent facts and alternatives before deciding on the most appropriate action. Contacts designated clinic staff, management, PSC to ask questions and obtain further clarification and understanding.

4.Organization: Organizes tasks and work responsibilities to achieve objectives. Sets priorities. Uses resources properly. Pays close attention to detail, accuracy, and completeness. Shows concern for all aspects of job. Follows up on work outputs. Adapts to changing environment, work priorities, and organizational needs.

5. Initiative: Takes personal responsibility for job performance.

6.Integrity/Stress Tolerance: Shares complete and accurate information. Maintains confidentiality. Deals with difficult situations while maintaining performance. Seeks support from others when necessary. Uses appropriate coping techniques.

Pay Scale Comparison



CHW Roles and Responsibilities

- Medication Assistance (through Needy Meds [PAP] and/or Extra Help for Medicare recipients)
- Insurance Assistance (through ACA Marketplace and/or Your Texas Benefits re: Medicaid/CHIP/ Medicare Savings Program [MSP])
- Social Security/SSI - Disability Assistance
- TANF/SNAP Assistance
- DME Assistance
- Assistance finding a medical home/referrals
- Teaching individual/group classes to include DEEP, Heart Healthy, and Chronic Disease Self-Management

CHW Roles and Responsibilities

- Conduct Home Visits to uncover emotional, social, environmental, or other barriers to care
- Chronic Disease/High Risk patient assessment for health needs and barriers to care (completed using EMR template)
- Pre-Visit Planning Calls
  - Remind Clients of Health Maintenance Items
  - Assistance with transportation
- Community Outreach

Patient Education

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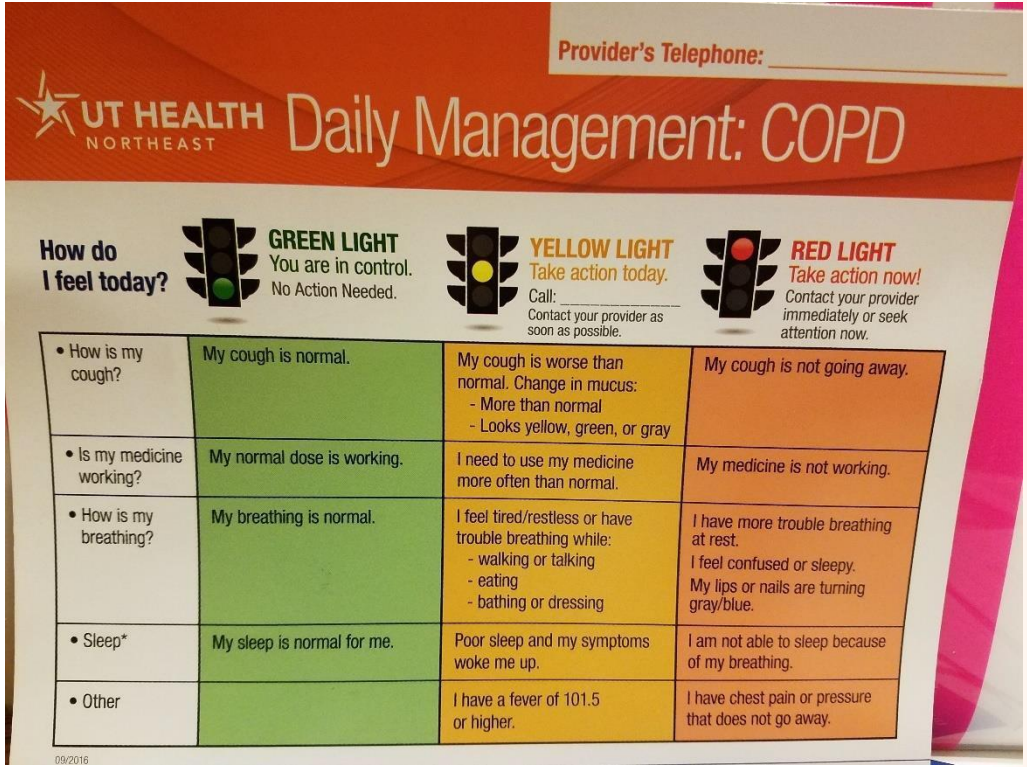
Stoplight Tool



UT HEALTH NORTHEAST

Provider's Telephone: _____

Daily Management: COPD

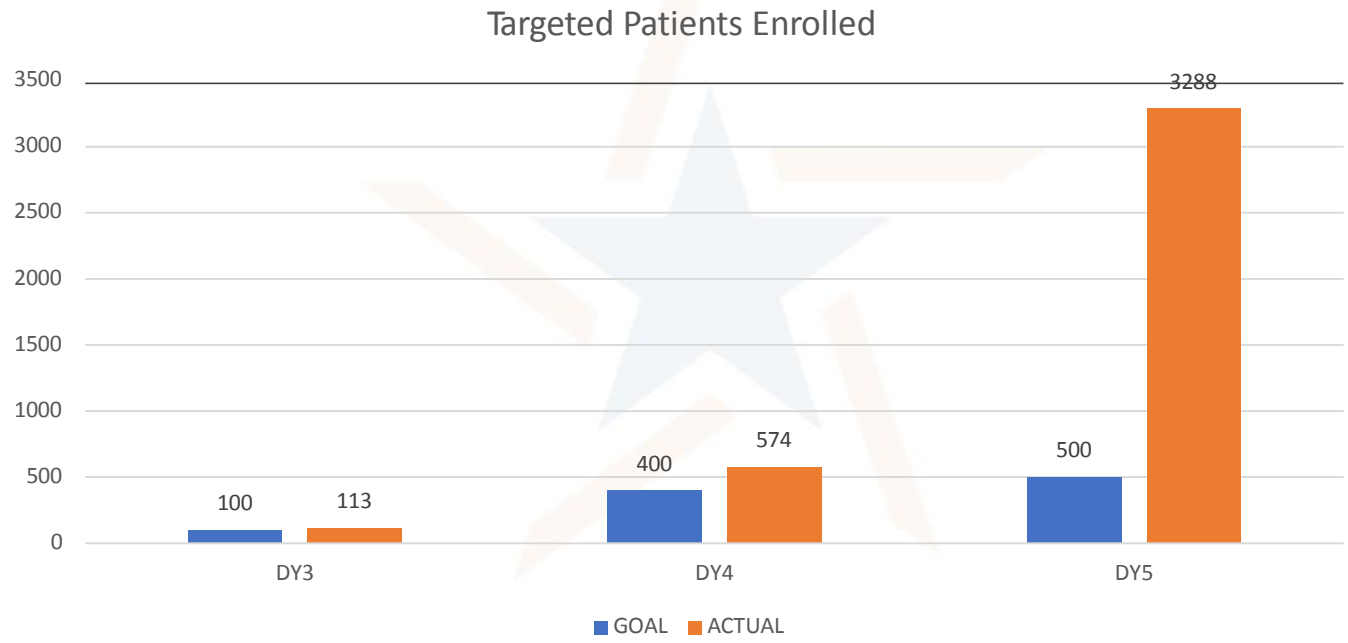
How do I feel today?	GREEN LIGHT You are in control. No Action Needed.	YELLOW LIGHT Take action today. Call: _____ Contact your provider as soon as possible.	RED LIGHT Take action now! Contact your provider immediately or seek attention now.
• How is my cough?	My cough is normal.	My cough is worse than normal. Change in mucus: - More than normal - Looks yellow, green, or gray	My cough is not going away.
• Is my medicine working?	My normal dose is working.	I need to use my medicine more often than normal.	My medicine is not working.
• How is my breathing?	My breathing is normal.	I feel tired/restless or have trouble breathing while: - walking or talking - eating - bathing or dressing	I have more trouble breathing at rest. I feel confused or sleepy. My lips or nails are turning gray/blue.
• Sleep*	My sleep is normal for me.	Poor sleep and my symptoms woke me up.	I am not able to sleep because of my breathing.
• Other		I have a fever of 101.5 or higher.	I have chest pain or pressure that does not go away.

09/2016

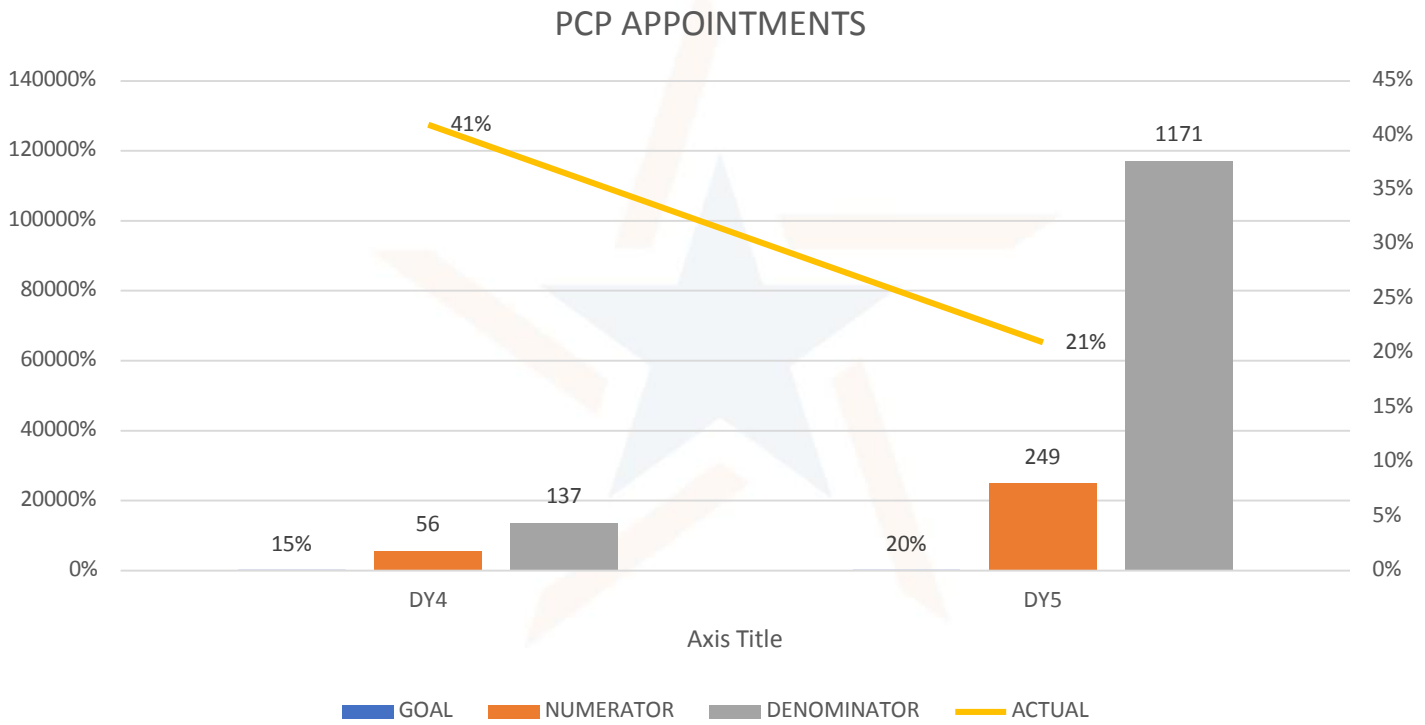
METRICS

- Increase the number of targeted patients enrolled into the Patient Navigation program
- Increase the number of patients without a Primary care Provider in obtaining a Primary care Provider appointment
- Reduce Emergency Department visits for those with an Ambulatory care Sensitive Condition (Heart Disease, COPD, Asthma, Diabetes, &. Grand Mal Seizures)
- Increase the number of continuity clinic sessions in the community

Findings & Outcomes

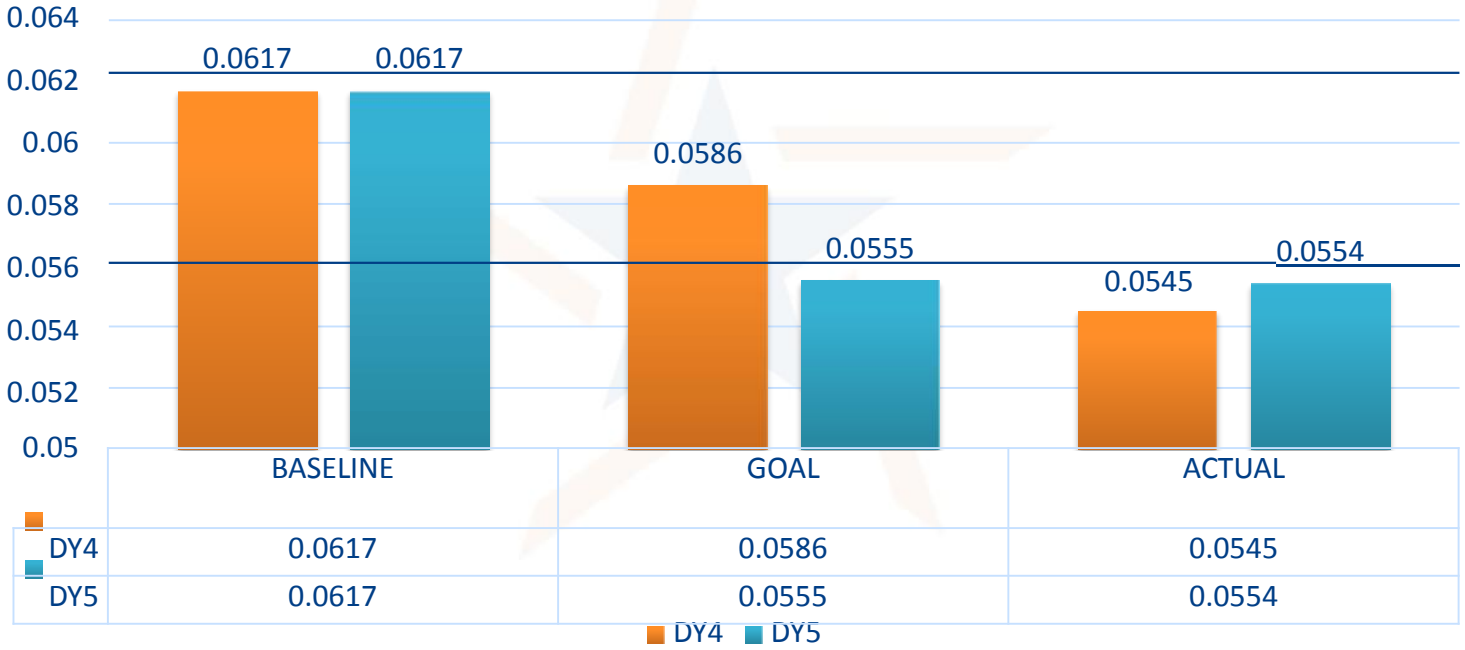


Findings & Outcomes



Findings & Outcomes

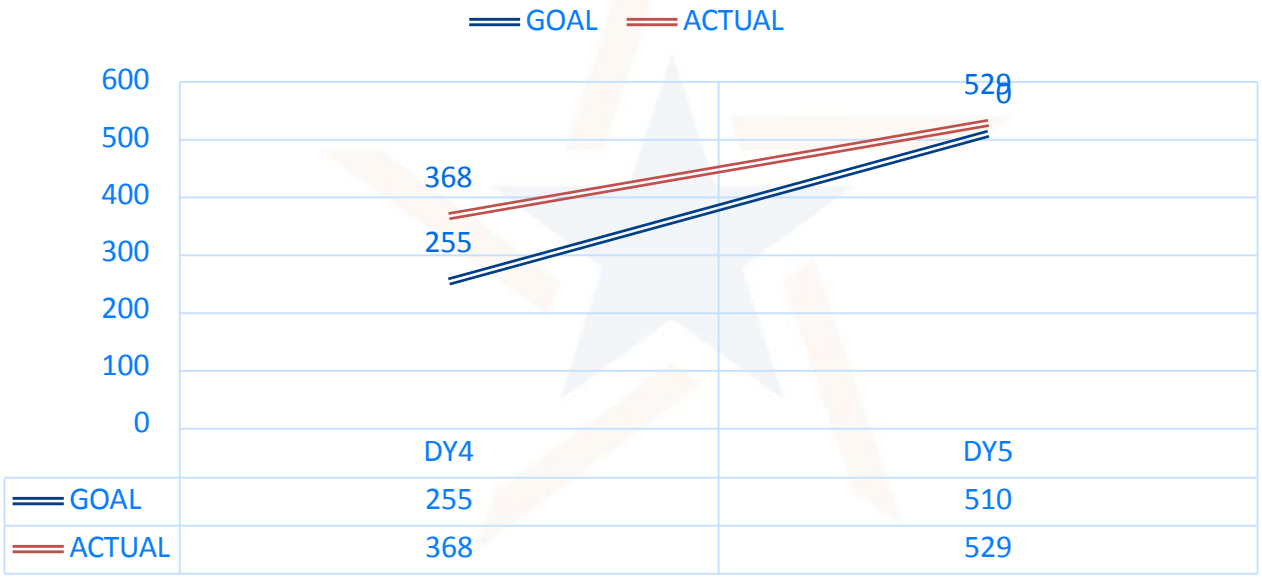
Reduce ACSC ED Visits



	BASELINE	GOAL	ACTUAL
DY4	0.0617	0.0586	0.0545
DY5	0.0617	0.0555	0.0554

Findings & Outcomes

UNIQUE PATIENT ENCOUNTERS



	DY4	DY5
GOAL	255	510
ACTUAL	368	529

Hypertension Project

- March – June 2017
  - Developed policy and procedures
  - Blood Pressure Cuff Training
  - Cohort of 40
    - Orientation
    - Bi-Weekly Workshops
    - Incentives
    - 12 Weeks
    - Average Outcomes
    - Reunion Workshops

Hypertension Project

- March – June 2017
  - Patient Tracking (150)
  - Lending Library
  - Follow-up
  - Lessons Learned
  - Successes
  - Challenges and Barriers

- Future ~ October – June 2018
  - Updated Workshop Protocols
  - New Cohort of 40

Lessons Learned

- Communication is Critical
- CHW Scope of Practice
- Continued Mentoring and Support
- Selection Process
- Cultural Sensitivity
- Silos vs. Teams
- Stakeholder Education

THANK YOU!

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References

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